



World Elder Abuse  
Awareness Day  
Commemoration:  
Leveraging National  
Resources To Build Strong  
Support for Older Adults

JUNE 13, 2018

DEPARTMENT OF JUSTICE  
**ElderJustice**  
INITIATIVE



**OVCTTAC**  
OFFICE FOR VICTIMS OF CRIME Training and Technical Assistance Center



**WORLD ELDER ABUSE  
AWARENESS DAY**  
Building Strong Support for Elders

# TECHNICAL OVERVIEW

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- ▶ If you are experiencing any technical issues with the audio for this session, please let us know in the feedback box.
- ▶ If you have technical difficulties during the webinar contact Danielle McLean, who is providing technical support for this webinar. Her email address is [dmclean@ovcttac.org](mailto:dmclean@ovcttac.org).
- ▶ Today's session will be recorded and made available on the training website.
- ▶ If you have questions, type them in the feedback box. We will address as many as possible throughout the webinar.

# PRESENTERS

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## **Lydia Chevere**

Public Affairs Specialist  
Social Security Administration

## **Aiesha Gurley**

Aging Specialist  
Office of Elder &  
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U.S. Department of Health and Human  
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## **Mary Twomey**

Aging Services Program Specialist  
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## **Susan Lynch**

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## **Julie Schoen**

Deputy Director  
National Center on Elder Abuse

## **Eden Ruiz-Lopez**

Project Manager  
National Center on Elder Abuse



# Social Security: Representative Payee Program



Securing today  
and tomorrow



Produced at U.S. taxpayer expense





# Representative Payee Program

Early on in Social Security's history, Congress recognized that some beneficiaries were incapable of managing their benefits, and amended the Social Security Act to allow us to appoint representative payees for such beneficiaries.



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[SocialSecurity.gov](https://www.SocialSecurity.gov)



# Representative Payee Program

## What is a representative payee?

- Person,
- Agency,
- Organization, or
- Institution selected to receive and manage benefits on behalf of an incapable or legally incompetent beneficiary.



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# Basic Responsibilities

**First:** Clothing, Housing, Food, And Medical Care

**Second:** Deposit extra money in a savings account

**Third:** File annual accounting form

**Fourth:** Inform of any events affecting beneficiaries eligibility

**Fifth:** Explain letters and notices from Social Security to the beneficiary

**Sixth:** Communicate with beneficiary



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# Improper Use of Benefits

A payee who is convicted of misusing funds may be fined and imprisoned.



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# Representative Payee Program

## Power of Attorney

- For Social Security, having power of attorney or a joint bank account with the beneficiary is NOT the same thing as being a representative payee.
- Being a Social Security representative payee does not entitle an individual to manage any funds that aren't Social Security or SSI payments.



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# Interdisciplinary Training

**Objective:** To provide key information and resources to those who serve and support vulnerable adults and seniors. Although we initially developed this training to ensure that our representative payees have key information that will assist them with serving our customers, we soon recognized that this training would be beneficial to all who support the needs of our most vulnerable people.



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# Training Modules

[www.segurosocial.gov/payee](http://www.segurosocial.gov/payee)

- Interdisciplinary Training Introduction (2:52)
- Representative Payee Technical Training (35:55)
- Recognizing the Signs of Abuse and Financial Exploitation (15:35)
- Effective Strategies for Interacting with the Banking Community (15:20)
- Changes in Decisional Capacity (20:01)



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# Legislative Changes

SSA is working hard to implement new requirements resulting from the recently passed Representative Payee Strengthening Protections for Social Security Beneficiaries Act of 2017.

The law passed on April 13, 2018 affects several aspects of the Representative Payee Program.



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# SSA Collaborated with:

- National Adult Protective Service Association
- Wells Fargo
- Rush University Medical Center
- Others



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# Thank you!



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# Elder Justice Innovation Grants

**Aiesha Gurley**

**Mary Twomey**

Aging Program Specialists

Office of Elder Justice and Adult Protective Services

*June 13, 2018*



# Overview

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- The Elder Justice Innovation Grants are designed to develop and advance the knowledge and approaches of emerging issues related to elder justice
- Grants are for 2 years – ACL awarded \$2.2 million in 2016 and \$3.3 million in 2017 in competitive grants under this program
- One area of focus for the 2016 grants was self-neglect. The Older Americans Act defines self-neglect as:
  - “[An] adult’s inability, due to physical or mental impairment or diminished capacity, to perform essential self-care tasks including –
  - (A) obtaining essential food, clothing, shelter, and medical care;
  - (B) obtaining goods and services necessary to maintain physical health, mental health, or general safety; or
  - (C) managing one’s own financial affairs.



# Goals of the Innovation - Self-Neglect Grants

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- Improve understanding of the population of people who self-neglect.
- Expand knowledge about the responses by APS and other providers to self-neglect.



# Awardees

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- **National Adult Protective Services Association (NAPSA)** - To contribute to the developing self-neglect evidence knowledge base and inform research, policy, and practice
- **Rutgers University** - Goal is to improve the prediction process regarding elderly SN by leveraging and expanding existing research and creating a robust predictive index.
- **Benjamin Rose Institute** - Will increase the knowledge of risk factors and interventions for self-neglect among older adults and persons with disabilities to prevent it from occurring or re-occurring.

# NAPSA

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1. Conduct systematic SN literature review
  - NAPSA conducted a systematic review of SN research literature published over the past 20 years within the US has been conducted
  - Research articles meeting inclusion criteria have been analyzed
  - The review reveals the current state of SN research including key findings, gaps & overlooked areas
2. Conduct national survey research re: APS response to SN
  - NAPSA created the SNAPS (Self-Neglect APS) questionnaire and administered in FY '16 state-by-state APS SN policies, practices, and tools
3. Explore innovative APS SN practices and collaborations
  - Results will provide a snapshot of innovative APS practices and illuminate practice and research implications & needs.

# Rutgers University

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## Specific Aims:

- To develop a predictive index
- To examine the racial/ethnic differences of the index among white, African-American, and Chinese cohorts
- To explore the social and cultural context of SN from older adults and family member regarding the barriers, challenges, and potential of prevention and intervention in diverse populations.

## Final Products:

- Predictive index
- Qualitative and quantitative data of SN seniors and family/caregiver



# Benjamin Rose Institute on Aging

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## Research Method:

- 2 Regions of Texas
  - San Antonio – HQ of WellMed; largest market
  - Corpus Christi – another large market
- WellMed Primary Care Clinics: matched in each region
- Clinics randomly assigned to intervention & comparison groups

## Sample of community dwelling patients in both groups:

- Selected based on risk factors for SN: cognitive impairment; depression; and limitations in ADLs etc.

# Innovation Grants to Address Abuse in Guardianship

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Three funded projects:

- Stark County (OH) Probate Court
- Volunteers of America, MN
- American Bar Association, Commission on Law and Aging



# Themes of Grantee Work

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- Reduce reliance on plenary guardianships through increased use of supported decision-making
- Use of mediation in high conflict guardianship cases
- Prevent abuse in context of guardianship through monitoring: use of Court Angels, complaint hotline
- Create networks of diverse stakeholders to improve court performance

# Stark County Probate Court (Canton, OH)

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- Eldercaring Coordination Program (conflict mediation for guardianship). The program provides conflict mediation assistance to elders and families
- Expand Court's Guardianship Visitor Program
- Partnerships with other court systems, Adult Protective Services
- External evaluation



# American Bar Association

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- The collaborative effort will improve the ability of state and local guardianship systems to develop protections less restrictive than guardianship and advance guardianship reforms.
- Expand and enhance state Working Interdisciplinary Networks of Guardianship Stakeholders (WINGS)
- Sub-grants to 7 state WINGS
- Action tools on issues related to elder abuse, guardianship, and related legal issues
- Partnership with National Center for State Courts (NCSC), and other non-grantee WINGS projects around the country

# Volunteers of America, MN

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Established a Center for Excellence in Supported Decision Making to provide:

- training and services for social workers, attorneys, others
- guardianship mediation
- other diversion programs
- hot-line for complaints about existing guardianships

# Stay Connected with ACL

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<http://www.facebook.com/aclgov>



<https://twitter.com/aclgov>



<https://public.govdelivery.com/accounts/USACL/subscriber/new>



[www.acl.gov](http://www.acl.gov)

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# EAPPA, Interagency Collaboration, and a Spotlight on Select DOJ Projects

**Susan Lynch**

Senior Counsel for Elder Justice

U.S. Department of Justice

# AGENDA

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- The Elder Abuse Prevention and Prosecution Act
- Interagency Collaboration from the EJCC
- Spotlight on Select DOJ Projects

# THE ELDER ABUSE PREVENTION AND PROSECUTION ACT

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An Act to prevent elder abuse and exploitation and improve the justice system's response to victims in elder abuse and exploitation cases.



# TITLE I

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## **SUPPORTING FEDERAL CASES INVOLVING ELDER JUSTICE**

The Act establishes various requirements for the Department of Justice (DOJ) with respect to investigating and prosecuting elder abuse crimes and enforcing elder abuse laws. These requirements include—

- Designating Elder Justice Coordinators in all federal judicial districts and at DOJ
- Implementing comprehensive training for Federal Bureau of Investigation agents
- Establishing a working group to provide policy advice

# TITLE II

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## IMPROVED DATA COLLECTION AND FEDERAL COORDINATION

### Establishing Best Practices for Local, State, and Federal Data Collection

- DOJ must establish best practices for data collection on elder abuse.

### Promoting Effective Interagency Coordination and Federal Data Collection

- DOJ must collect and publish data on elder abuse cases and investigations.
- The Department of Health and Human Services (HHS) must provide for publication data on elder abuse cases referred to adult protective services.

# TITLE III

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## ENHANCED VICTIM ASSISTANCE TO ELDER ABUSE SURVIVORS

This section expresses the sense of the Senate that:

- ▶ Elder abuse involves exploitation of potentially vulnerable individuals.
- ▶ Combatting elder abuse requires support for victims and prevention.
- ▶ The Senate supports a multipronged approach to prevent elder abuse, protect victims, and prosecute perpetrators of elder abuse crimes.

DOJ's Office for Victims of Crime must report to Congress on the nature, extent, and amount of funding under the Victims of Crime Act of 1984 for victims of crime who are elders.

# TITLE IV

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## ROBERT MATAVA ELDER ABUSE PROSECUTION ACT OF 2017

### Enhanced Penalty for Telemarketing and Email Marketing Fraud Directed at Elders

- This bill expands the definition of telemarketing or email marketing to include measures to induce investment for financial profit, participation in a business opportunity, or commitment to a loan.
- A defendant convicted of telemarketing or email marketing fraud that targets or victimizes a person over age 55 is subject to an enhanced criminal penalty and mandatory forfeiture.
- The bill adds health care fraud to the list of fraud offenses subject to enhanced penalties.

# TITLE IV (CONT.)

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## ROBERT MATAVA ELDER ABUSE PROSECUTION ACT OF 2017

### Training and Technical Assistance for States

- DOJ, in coordination with the Elder Justice Coordinating Council, must provide information, training, and technical assistance to help states and local governments investigate, prosecute, prevent, and mitigate the impact of elder abuse, exploitation, and neglect.

### Interstate Initiatives

- It grants congressional consent to states to enter into cooperative agreements or compacts to promote and enforce elder abuse laws. The State Justice Institute must submit legislative proposals to Congress to facilitate such agreements and compacts.

# TITLE V

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## MISCELLANEOUS

### Block Grants to States for Social Services and Elder Justice

- This section specifies that HHS may award adult protective services demonstration grants to the highest courts of states to assess adult guardianship and conservatorship proceedings and to implement necessary changes.



# TITLE V (CONT.)

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## MISCELLANEOUS

- ▶ DOJ must report to Congress on its outreach to state and local law enforcement agencies on the process for collaborating with the Federal Government to investigate and prosecute interstate and international elder financial exploitation cases.
- ▶ DOJ must publish model power of attorney legislation for the purpose of preventing elder abuse.
- ▶ DOJ must publish best practices for improving guardianship proceedings and model legislation related to guardianship proceedings for the purpose of preventing elder abuse.

# EXAMPLES OF PROPOSED INTERAGENCY COLLABORATION ON RESEARCH AND GRANTS

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1. Share information about funding opportunities before grants or contracts are made.
2. Share information about who has been awarded grants or contracts.
3. Share information about research findings.
4. Identify research gaps/needs.

# EXAMPLES OF PROPOSED INTERAGENCY COLLABORATION ON DATA COLLECTION

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1. Conduct a preliminary scan of current national-level sources of data on Elder Abuse, Mistreatment and Neglect (EAMN) and characteristics of these data sets.
2. Identify knowledge/data gaps.
3. Assess the extent to which the information needs are not met by current data collection efforts.
4. Make recommendations for how and to what extent existing federal data collection efforts could meet the needs identified.

## EXAMPLES OF PROPOSED INTERAGENCY COLLABORATION – DISSEMINATION OF INFORMATION TO THE PUBLIC AND TO PROFESSIONALS IN AGING

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1. Gather information about each agency's dissemination channels for elder abuse and financial exploitation materials to the public and to aging professionals.
2. Identify areas of current agency coordination.
3. Identify areas of potential agency coordination in the future.
4. Identify gaps in dissemination channels and approaches to fill the gaps.

# DOJ PROJECTS TO BUILD SUPPORT FOR OLDER ADULTS

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- DOJ Elder Justice Task Forces and Coordinators
- EAGLE – Elder Abuse Guide for Law Enforcement
- Elder Abuse Resource Roadmap
- Multidisciplinary Team Technical Assistance Center
- Elder Justice Initiative Webinars
- Ready-to-go community elder justice presentations
- SAFTA – Senior Abuse Financial Tracking and Accounting



# THE NATIONAL CENTER ON ELDER ABUSE

What's Trending in Education and Prevention



Julie Schoen, JD, NCEA Deputy Director  
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Eden Ruiz-Lopez, NCEA Project Manager  
[Eden.Ruiz-Lopez@med.usc.edu](mailto:Eden.Ruiz-Lopez@med.usc.edu)

# Where Are We 4 Years Later?

In 2014, 750 stakeholders and subject matter experts from around the country created [The Elder Justice Roadmap](#), a national strategic resource that identifies the elder justice field's most urgent needs in addressing the social issue of elder abuse.

*What have we done since then?*





# Are We Making Any Progress?

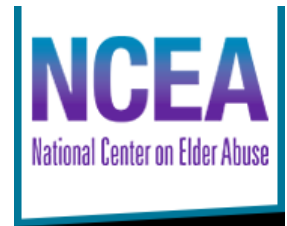
## *2017: Elder Abuse Prevention and Prosecution Act S.178*

“To prevent elder abuse and exploitation and improve the justice system’s response to victims in elder abuse and exploitation cases.”

- Increases data collection and information sharing of abuse and fraud cases
- Increases training of federal prosecutors and investigators
- Establishes an elder justice coordinator at DOJ and FTC

# Goal of the National Center on Elder Abuse

To improve the national response to elder abuse, neglect, and exploitation by gathering, housing, disseminating, and stimulating innovative, validated methods of practice, education, research, and policy.



*We are here to ensure that older Americans live with dignity and honor and are free from abuse, neglect, and exploitation.*

# What is the NCEA Accomplishing?

- National and local educational presentations
- Developing research compilations
- Developing culturally relevant materials with SAGE and NAPCA
- Research, practice, and education-oriented materials in collaboration with NAPSA and The Consumer Voice
- Policy and legislative updates with Ageless Alliance
- Support and Tools for Elder Abuse Prevention (STEAP) initiative (forming connections)
- Assembling volunteer consumer committees
- Campaigns, social media activities, blogs, and newsletters
- Changing the public conversation on elder abuse with the Frameworks Institute
- Streamlining the technical assistance and information and referrals processes to provide optimum service and assistance



# Together We Can Prevent Abuse - Know the Red Flags

## Emotional & Behavioral Signs

- > Unusual changes in behavior or sleep
- > Isolated or not responsive
- > Fear or anxiety
- > Depression

## Physical Signs

- > Broken bones, bruises, and welts
- > Unexplained sexually transmitted diseases
- > Cuts, sores or burns
- > Dirtiness, poor nutrition or dehydration
- > Untreated bed sores
- > Poor living conditions
- > Torn, stained or bloody underclothing
- > Lack of medical aids (glasses, walker, teeth, hearing aid, medications)
- > Sexually transmitted diseases without clear explanations

## Financial Signs

- > Unusual changes in bank account or money management
- > Unusual or sudden changes in a will or other financial documents
- > Fraudulent signatures on financial documents
- > Unpaid bills

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## WHAT IS ELDER ABUSE?

Elder abuse is the mistreatment or harming of an older person. It can include physical, emotional, or sexual abuse, along with neglect and financial exploitation. Many social factors—for example, a lack of support services and community resources—can make conditions ripe for elder abuse. Ageism (biases against or stereotypes about older people that keep them from being fully a part of their community) also play a role in enabling elder abuse. By changing these contributing factors, we can prevent elder abuse and make sure everyone has the opportunity to thrive as we age.



# Trending Now: Scam Alert on Medicare Fraud

Starting in April 2018, the Centers for Medicare & Medicaid Services (CMS) began issuing and mailing new Medicare cards that will replace your old cards with Social Security numbers.

This is called the Social Security Number Removal Initiative (SSNRI).

Fraudsters are targeting you with phone calls pretending to be from Medicare/the Federal Government claiming they need to verify your personal information before they can issue you a new card.

Medicare will **never** call you.

They already have your personal information!

Medicare cards will be mailed to you automatically at no cost.

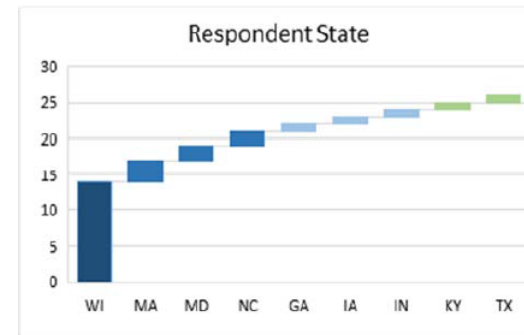
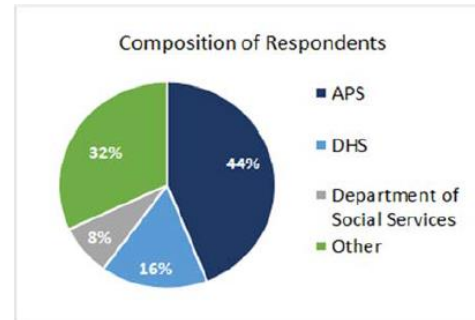


This is a form of

**IDENTITY  
THEFT**

# Trending Now: Opioids, Older Adults, and Abuse

The NCEA survey assessing the mounting impact of opioid use disorder on elder abuse garnered nearly 30 responses.



# Frequently Shared Resources

- [Adult Protective Services](#)
- Caregiver Resources
  - [Family Caregiver Alliance](#)
  - [University of Southern California Family Caregiver Support Center](#)
  - [AARP Caregiver Resource Center](#)
- Abuse in Long-Term Care Settings
  - [Long-Term Care Ombudsman Program](#) (state AND local levels)
  - State Licensing and Certification Agency (typically local Department of Public Health)
  - [Medicare Beneficiary Ombudsman](#) – Submit Medicare-related complaints, grievances, and information requests.
  - [State Survey Agency](#) – Report concerns about quality of care received in a state or federally certified health care facility.
- Financial and Cyber Crimes
  - [Consumer Financial Protection Bureau \(CFPB\)](#)
    - Submit a complaint about a financial product or service [online](#) or call (855) 411-2372.
  - [Better Business Bureau Scam Tracker](#) – Report a business or offer that sounds like an illegal scheme or fraud to warn others and help investigate.
  - [Internet Crime Complaint Center \(IC3\)](#) – Accepts [online](#) Internet crime complaints.
  - [Federal Trade Commission Do Not Call Registry](#) – Register to stop receiving and report unwanted calls [online](#) or call (888) 383-1222.
  - [U.S. Postal Inspection Service](#) – Report mail fraud here.
  - [Data & Marketing Association Registry](#) – Register to reduce unsolicited commercial mail.

# Reframing Project

*Cultivating thinking about  
older people as people and not objects of care.*

- Promoting a collective, public orientation toward solutions.
- Boost the public's sense of efficacy.
- Promote the theme of Social Justice.
- The Structure of Justice theme is resonating worldwide.

# What is Needed?





# WORLD ELDER ABUSE AWARENESS DAY

Building Strong Support for Elders

## World Day Tool Kit

### Outreach Guides

- World Day Tool Kit Flyer (PDF, 137KB)
- Outreach Guide (PDF, 490KB)
- FAQ About Elder Abuse, Neglect, and Exploitation (PDF, 965KB)

### Outreach Tools

- Social Media Guide (PDF, 103KB)
- Faith Community Guide (PDF, 555KB)
- Training Guides and Slides
- Sample Press Release (PDF, 111KB)

### Sample Letters to the Editor

- Long Version (DOCX, 806KB)
- Short Version (DOCX, 805KB)

### Scam Flyers

- Protect our Communities from Scams (PDF, 120KB)
- Grandparent Scam (PDF, 168KB)

### Customizable Templates

- Power Point (PPTX, 180KB)
- Event Flyer (PDF, 129KB)
- Certificate (PDF, 78KB)
- Proclamation (DOCX, 448KB)

Placemats are available in Color and Grayscale

- Color (PDF, 118KB)
- Grayscale (PDF, 122KB)

### Factsheets

To access the NCEA's full listing of fact sheets please click [here](#).

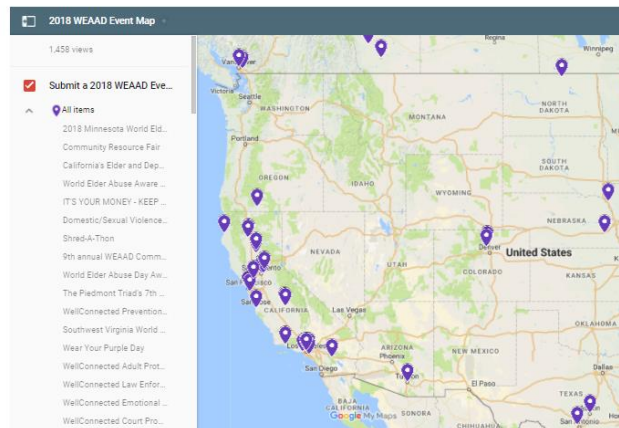
### Logo

World Elder Abuse Awareness Day Logo: WEADD Logo (JPG, 413KB) | PNG Version

## Events

### WEAAD Home

[ABOUT](#) | [TOOLS & TIPS](#) | [TAKE ACTION](#) | [EVENTS](#) | [ART GALLERY](#) | [NEWS](#)





Chat Support For Your  
**WEAAD Campaign**

Assistance Available: Monday - Friday | 9am -4pm PST

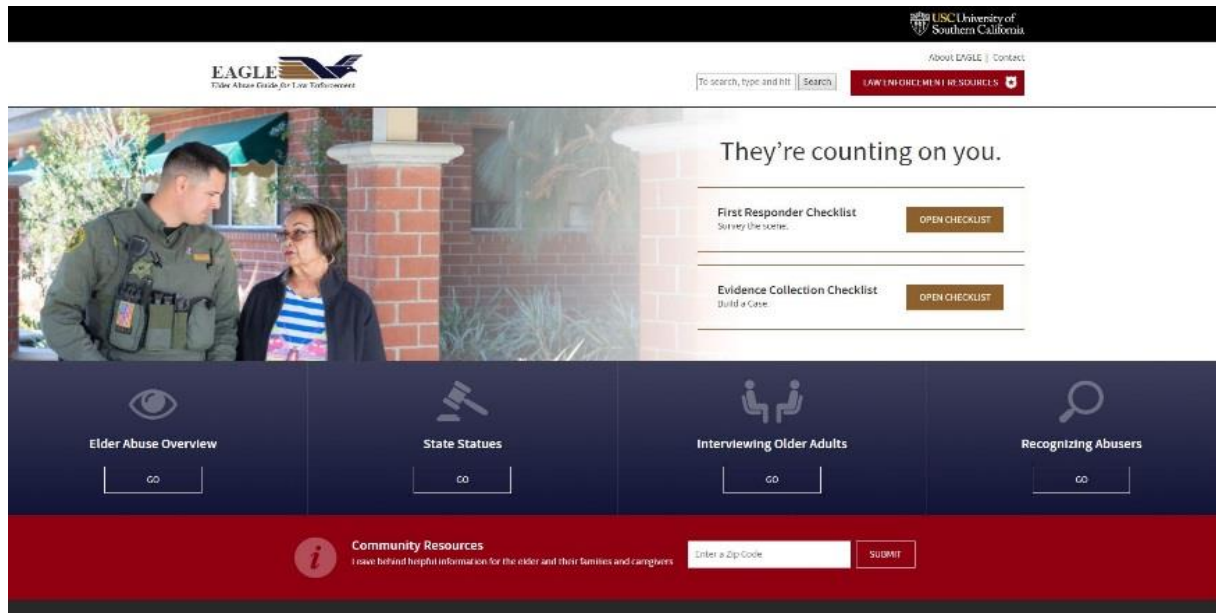


Chat With Us Today: [eldermistreatment.usc.edu/weaad-home](https://eldermistreatment.usc.edu/weaad-home)

<https://eldermistreatment.usc.edu/weaad-home/>



# Law Enforcement – The EAGLE has Landed!



<http://eagle.trea.usc.edu>



# Connect With Us Online

**NCEA**

National Center on Elder Abuse

<https://ncea.acl.gov/>

<http://eldermistreatment.usc.edu/>



NationalCenteronElderAbuse

@NCEAatUSC



National Center on Elder  
Abuse At KSOM of USC

Q & A





# Questions & Suggestions

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**Elder Justice Initiative**

**E-mail: [elder.justice@usdoj.gov](mailto:elder.justice@usdoj.gov)**

**Website: [www.elderjustice.gov](http://www.elderjustice.gov)**

